

## Minutes of the Patient Participation Group Meeting Held on

**22<sup>nd</sup> January 2019 at 18.00**

**Present:** Dr Rosemary Leonard (RL), Judy Williams (JW), Gina Davies (GD), Lorna Macdonald (LM), Lucy Ferman-Moore (LF), Jonathan Swift (JS), Nepal Saha (NS), William Saltmarsh (WS), Lesley Salthmarsh (LS) and Wai Ha Lam (WL)

		<b>ACTION</b>
<b>1.</b>	<p><b>Apologies</b></p> <p>John Quirk, Jonathan Reddaway, Joy Merriman, Rona Black, Liz Brunton, Margie Worsley, Genie Turton and Melissa Naylor</p>	
<b>2.</b>	<p><b>Minutes of last meeting and matters arising</b></p> <p>JW apologised for the teething problems in sending out the Minutes of the Meeting, She explained that since GDPR she has had to change the method in which she contacts the PPG – via the website. Assured the group that the issues seem to have been resolved now but she has resorted to a two-pronged approach of emailing and texting those PPG members with a mobile number on file.</p> <p>JS suggested that the minutes of the meeting be sent out no more than 10 days following a meeting and the agenda be sent out at least 5 days prior to the meeting.</p> <p>JW said that the surgery is struggling administratively as the workload is particularly heavy in the last quarter of the financial year. LM said that she felt it was impracticable to apply time limits and that the PPG members need to recognise that the Practice staff are finding it difficult to give as much time as it would like to the PPG.</p> <p>RL pointed out that other PPGs do most of the admin.</p> <p>JW suggested that the PPG members could take turns in taking the Minutes and send them to her for distribution.</p> <p>WL said that it varies from Practice to Practice. We need to think about what does the surgery want from the PPG? The PPG needs to be more proactive and decide what it wants to achieve too?</p> <p>JS suggested that the PPG set up a Working Group within the PPG to move the ideas forward.</p> <p>WL said that the structure of the PPG needs to be established.</p> <p>JW suggested that the Working Group be discussed at the next meeting and members to consider how the PPG could be structured.</p>	<p style="text-align: center;">JW</p> <p style="text-align: center;">PPG Members</p>

<p><b>3. Gardening Group</b></p>	<p>The members agreed with RL that a gardening group would be very beneficial to the patients.</p> <p>JW to send a message to patients to request volunteers to come to the surgery for the first gardening group meeting on 16<sup>th</sup> February 2019 at 10 am..</p> <p>WL said that the GP Food Co-op had been very helpful setting up gardening groups with other surgeries. She will forward contact details to JW.</p> <p>It was suggested that the group grow food and sell it to fund other activities in the future. JW said may need a separate bank account and she will check with the Accountants.</p>	<p>JW</p> <p>JW/WL</p> <p>JW</p>
<p><b>4. Walk-in Surgery</b></p>	<p>JW said that one of the PPG Members had used the new service and had given positive feedback.</p> <p>The Practice will continue to monitor feedback and the service may change and evolve further depending on that feedback.</p>	<p>JW/PPG</p>
<p><b>5. Reception Staff/Reception Area</b></p> <p><b>Chairs</b></p>	<p>The feedback is positive now that the reception staff are visible over the desk. JW said that she had shown them all Jonathan Reddaway's photograph of the desk from the patient point of view and they were shocked. It certainly helped them to understand from the patient viewpoint more.</p> <p><b>Experience Feedback</b></p> <p>We are asking PPG members to continue to visit/call the surgery and feedback to the Practice about our patient services.</p> <p>JS said that there had definitely been an improvement in the frontline services and JW said she would feed this back.</p> <p>JW asked that members continue to feedback about the service to help the Practice improve services further.</p>	<p>PPG</p> <p>PPG</p>

<p><b>6.</b></p>	<p><b>Social Prescribing and Parkrun - LF</b></p> <p>LF talked about Parkrun and she volunteers for the run every Saturday morning in Dulwich Park. She suggested that the Practice link the Dulwich Parkrun as most runs are affiliated to a GP Surgery but the Dulwich run does not have an affiliated Practice yet.</p> <p>RLsaid she would be happy complete the toolkit if LF sends her the relevant link.</p>	<p>LF/RL</p>
<p><b>6.</b></p>	<p><b>Date of Next Meeting and AOB</b></p> <p>It was agreed that in order to keep up the momentum, the meetings should be monthly as long as there are sufficient attendees.</p> <p>The date of the next meeting is Wednesday 13<sup>th</sup> March at 6.00 pm</p> <p>All agenda item proposals to be sent to JW/GD by 4<sup>th</sup> March latest.</p> <p>Unfortunately, there was not enough time to look at or discuss Jonathan Reddaway's email comments. These issues will be included on the agenda for the next meeting.</p>	<p>JW/GD</p>